

WS-04235A-13-0331



0000154911

ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117086

Date: 7/16/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

ORIGINAL

First:

Last:

Complaint By: Christie

Wenstro

Account Name: Christie Wenstro

Home: (

Street:

Work:

City: Bellemont

CBR: (

State: AZ Zip: 86015

is: E-Mail

Utility Company: Utility Source LLC

Division: Water/Sewer

Contact Name:

Contact Phone:

Nature of Complaint:

*****DOCKET NO. WS-04235A-13-0331*****OPPOSE

From: Util-PublicComment
Sent: Monday, July 14, 2014 8:27 PM
To: Util-PublicComment
Cc:
Subject: Public Comment

Name: Christie Wenstro.
Date: 07/14/14
Address:
Phone:
CityStateZip: Bellemont, AZ 86015
Cell:
Docket: WS-04235A-13-0331
DocketNo:
Utility: Utility Source
Email:

Arizona Corporation Commission

DOCKETED

JUL 22 2014

DOCKETED BY

RECEIVED
2014 JUL 22 A 9:03
CORP COMMISSION
DOCKET CONTROL

Comments: Ever since I purchased my residence, Utility Source has been a constant issue. I have been constantly disappointed in their business practices and billing systems. Every month I have significant differences in billing for average usages. My bill has fluctuated +\$150 at times from one month to another, during low usage months for my family. I feel that there is not any additional water usage to account for the increase. The cost of water on Bellemont is already one of the highest in the Flagstaff area, and Utility Source is the only water company available to residents in the area creating a dangerous monopoly on an essential service. There is no competition for this business, and residents would have to pay these exorbitant rates just to maintain the basic sanitation in their households. This rate increase would make my water bill \$250+ for a water-conscious family of two. This bill alone would be 50% higher than any other bills we have. The rates are

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

unreasonable as they are now, and raising them will most likely force me to relocate. I also question their adherence to child work laws, and proper business practices. They openly tell residents that their 8 year old son manually reads the meters (which has caused many of the billing issues in the past.) The meters are not read consistently and my household alone has contacted the Utility Source billing service regarding inconsistent readings. Thank you for your time and consideration.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

I called Christie Wenstro and after talking with her she decided not to file a complaint only this opinion. Jeg

End of Comments

Date Completed: 7/16/2014

Opinion No. 2014 - 117086
